



# *New England Sounding Line*



The newsletter of the National Network of Libraries of Medicine, New England Region, Mar.- Apr. 2001, Vol. 10, No. 6

## In Appreciation.

by Ralph D. Arcari, Director

We at the Lyman Maynard Stowe Library, University of Connecticut Health Center, have thoroughly appreciated and enjoyed the opportunity to serve as the Regional Medical Library for New England in the National Network of Libraries of Medicine™. The professional challenge of starting a regional program in 1991, unencumbered by local precedent, building staff and trying new ventures required effort but was highly rewarding. It was the people of New England, healthcare providers, librarians, health information users, who were our greatest asset and stimulus to service and change. In an information technology era dominated by virtual reality, we personally met, instructed and advised hundreds of individuals during a decade when the Internet became a household service on the domestic personal computer. New England's highways and two lane blacktops became familiar territory to the RML staff.

In response to managed care, consumer health information and widespread availability of desktops, laptops and personal digital assistants (PDAs), the role of the health sciences librarian is evolving from information specialist to information resource instructor and coordinator. In the latter capacity, it is the librarian's goal to see that information users obtain the latest medical information they require at a time and place of their choosing. Through instructional courses, video and computer training programs and personal contacts at professional meetings, the RML staff while based in Farmington, Connecticut, has sought to facilitate the proactive responsibilities of contemporary health sciences librarians.

When Lowell Weicker, then Governor of the State of Connecticut, announced the initiation of the Regional Medical Library Program at the University of Connecticut Health Center in 1991 he noted that this program functions to move the results of basic science research to the clinical setting. Information technologies have changed in the ensuing ten years and the consumer health information user has been added to the clinician as part of the RML target population; however, the fundamental agenda remains the same: prompt access to current and accurate health information resources.

I want to thank those with whom we have had the pleasure to be associated during our watch as Regional Medical Library for New England. In particular I wish to acknowledge our appreciation for the cooperation received in working with New England's medical school libraries, the state health sciences library associations, and the public and academic library community.

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Sankaty Head Light graphic used with permission from creator Rose Gonnella  
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## 10 Years After.....

By John A. Stey, Associate Director

Ten years ago the Lyman Maynard Stowe Library of the University of Connecticut Health Center (UCHC) received the first New England Region 08 National Network of Libraries of Medicine (NN/LM™) five year contract from the National Library of Medicine. The new staff created a program from scratch that emphasized the highest quality service and support. In 1996, the UCHC Library was awarded a second five year NER contract and the staff remained dedicated to the mission and goals as outlined in the NN/LM *Statement of Work*.

The entire NER staff are grateful to have had the opportunity to serve the network members and health professionals throughout New England. We could dazzle you with a table of statistics illustrating the number of training sessions and contacts made, but it could not describe the feeling you get being thanked by someone who had just participated in a training session or demonstration of NLM systems. I personally believe that we have made a difference to many health professionals and health science librarians in the region.

We would like to thank the Regional Advisory Committee (RAC) members for their advice and assistance, and our Resource Library Directors for their guidance, support, and resource sharing. In addition, we thank ARIHSL, CAHSL, HSL-NH/VT HSLIC, MAHSLIN, and NAHSL for making our staff feel welcome at their meetings and giving us a forum to keep network members involved with the NER program. We also thank Robert Dempsey of the Medical Library Center of New York for coordinating SERHOLD® over the years. Lastly we would like to thank our subcontractors who have assisted us in carrying out the NN/LM mission and everyone else we have met along the road.

We have traveled many miles in New England, but have been rewarded generously by meeting so many wonderful people dedicated to our/their profession.

We congratulate Elaine Martin of the Lamar Soutter Library at the University of Massachusetts Medical Center for being awarded the next five year contract and wish her well in carrying out the new program.

Since this is the final issue of the *New England Sounding Line*, I would like to thank Ralph Arcari, Marion Levine, Elizabeth Clark, Cheryl Sinkler, Ed Donnald, Daniel Dollar, Pam White and all former NER staff members for their contributions to the National Network of Libraries of Medicine New England Region over the last ten years.



## Thanks For The Memories...

by Marion Holena Levine, Assistant Director

It seems like just yesterday that we got the green light to serve as the RML for New England. Now we are bringing our 10 years of service to a close. These 10 years have given me the opportunity to meet and/or stay in touch with colleagues all over the region along with some great memories. It has also given me the opportunity to work with dedicated staff here at the RML. They always gave their all. I hope the University of Massachusetts have as much fun as we did! Cheers to you all.

## New Version of the NLM Gateway®

by Andrea Demsey, LHC and MMS Gateway Team

A new version of the NLM Gateway has been released. Changes include the following:

- A new system was introduced to help users who forget their password. Current and new users are asked to provide a question and its answer that is easy to remember. If you forget your password, the question is displayed. If you enter the correct answer to the question, the password is displayed.
- The background for the search box was changed to match the background of the results summary box.
- The link colors were changed to the web browser defaults colors. The Unique Identifier (UI) was removed from the default brief display for all collections.

Training manuals that include the NLM Gateway are available for download, and links were added to the Gateway Help and Contact Us web pages. If you have questions or comments, please send them to [demsey@mail.nlm.nih.gov](mailto:demsey@mail.nlm.nih.gov) or [sonya@nlm.nih.gov](mailto:sonya@nlm.nih.gov).

### Manipulating DOCLINE® Reports

Downloading with Netscape 4.x:

1. From DOCLINE menu, select REQUESTS then Reports.
2. Select the report to download.
3. While viewing the report, from the Netscape menu select File, Save As.
4. On the Save As dialog box, name the file with an extension of .xls (e.g., 1-2B July-Sept 2000.xls)
5. In Excel, select File, Open
6. Select named report (e.g., 1-2B July-Sept 2000.xls)
7. Add or modify formatting as desired for local needs.

NLM plans to review the format of the reports so that all of the information will print in landscape format.

## The Missing Link Has Arrived

by Ed Donnald, Network Coordinator

Have you been frustrated that you have access to electronic journals but there is still a missing link between the search and the retrieval of the full text?

Have you wondered about the missing link? The connection between the online search results and your access to the full text through electronic subscriptions? Well, NLM and PubMed® now give you that bridge in 'Link Out for Libraries'. If your library has access to online journals, you can now indicate which ones you have access to, submit an institutional icon, and viola, when your patron searches PubMed, your icon will appear next to those citations you have online access for and link the patron directly to the journal. Read the article in the Technical Bulletin for all of the details at [http://www.nlm.nih.gov/pubs/techbull/ma01/ma01\\_linkout.html](http://www.nlm.nih.gov/pubs/techbull/ma01/ma01_linkout.html).



## Brandon/Hill Titles Available Online

Ever wonder if any of the Brandon/Hill journal titles were available online? And even better, if they were free? The NN/LM PSR maintains such a list on the NN/LM website. Currently there are 135 titles that indicate the Title/Publisher, what content is available Online and the status of the Full Text. It indicates if full text is free, available via subscription or not available. If your institution subscribes to the title, you may be able to just click through to the full text. Bookmark the page <http://www.nnlm.nlm.nih.gov/libinfo/ejournals/branhill.html> and see what established core resources you may have access to.



## MEDLINEplus Libraries Page

By Namoi Miller, Systems Librarian, NLM  
Edited by Pam White, Consumer Health Coordinator

Would you like your library to be listed on the MEDLINEplus Libraries page? Here are some interim guidelines until libraries without web pages can be listed.

Libraries will be included on the MEDLINEplus Libraries page if:

1. The library is located in the United States or Canada and has a DOCUSER record indicating a consumer health collection that is open to the public.

2. The consumer health information services and

*Continued on page 4*

## V 1.2 Coming in May

by Ed Donald, Network Coordinator

How would you like to be able to tell your Loansome Doc patrons they can now view the status of their requests which you transferred into DOCLINE? Or how excited would you get to know that you will now be notified that those LD transferred requests shipped to the patron are now filled? These enhancements, including the ability to search back 40 days in Status/Cancel, incoming receipts displayed in title order excluding the initial article, e.g. "The..." and improved Help options are all part of the release of DOCLINE v 1.2. Check out the details at [http://www.nlm.nih.gov/docline/docline\\_rel\\_info\\_v1\\_2.html](http://www.nlm.nih.gov/docline/docline_rel_info_v1_2.html).

## DOCLINE Reports

by Ed Donald, Network Coordinator

Statistics. The library lives and dies by them and the delay in getting statistical information on DOCLINE activity has caused many network members concern. Between unavoidable delays at NLM and the slow rollout of QuickDOC, some may be turning to their crystal ball. But take heart. NLM has released July-September 2000 reports, currently available on DOCLINE and in the near future will be releasing October-December 2000. It is hoped that by mid 2001, they will have caught up to the cycle and quarterly reports will be available on schedule again. If you find yourself getting frustrated, just think back to what you were preparing for a year ago and how things have worked out. Any period of change is difficult, but eventually the process drifts into the past as we embrace the new.

If you are interested in manipulating DOCLINE reports, information on printing and saving reports can be found at [http://www.nlm.nih.gov/docline/docline\\_manual/requests/statisticalreportshtml](http://www.nlm.nih.gov/docline/docline_manual/requests/statisticalreportshtml).

## Did an Upgrade to IE5.5 Give DOCLINE Grief?

The DOCLINE Team, NLM

Many users have asked about the support of Internet Explorer 5.5 with DOCLINE. During testing, NLM encountered a 'known' IE bug that occurs on PCs that have upgraded from an earlier version. In DOCLINE, the problem is evident by the "Runtime Error has occurred" message received upon trying to read the Online Help or the FAQs.

The problem has no known fix or workaround when it occurs. On the machines upgraded at NLM, roughly half of the machines are affected. The only solution is to re-build the machine and install IE from scratch. For most organizations, this solution is not appealing.

Separate from the Microsoft upgrade issue, many users have reported a problem printing receipts with IE 5.5. The reported behavior ranges from printing an extra page with each set of requests to no data printing. This is due to a change in the frame behavior of IE between 5.01 and 5.5.

NLM is awaiting further word from Microsoft technical support on the problem introduced by the IE upgrade process. Microsoft has not given us an estimate for a resolution. Once we have additional information of a workaround or fix, we will implement and test again. We plan to resolve the problem with printing of receipts at the same time. Until then, DOCLINE continues to be compatible with Netscape 4.51, 4.6, or 4.7 and IE 4.0 or IE 5.01.c



*Continued from page 3*

resources are brought together on a web page and are described as a distinct service.

3. The consumer health service is accessible from the library's main web page and ideally has its own page.
4. The Web page provided by the library should be that which provides information described above, and includes access to services and resources.

See <http://nnlmner.uchc.edu/cgi-bin/wa?A2=ind0105&L=nehsl-l&F=&S=&P=632> for full details.

# HEALTHINFOQUEST Revised

by Nancy Press, NN/LM PNR

The original developers of HEALTHINFOQUEST have revised and refreshed all of HEALTHINFOQUEST. Frequent revision is necessary because HEALTHINFOQUEST leads to real time web pages and many such web pages have changed significantly, including Medline<sup>plus</sup> and PubMed. Maureen Carleton (King County Public Library), Jane Saxton (Bastyr University of the Natural Health Sciences), and Barb MacFadden (UW Scientific Instructional Designer) are the diligent developers.

So, this would be a good time to advertize the site again! Contact the RML at 1-800-338-7657 to request postcards or send out a message to public librarians similar to the one below.

Do you worry about answering health questions in your library? Are you concerned about finding GOOD health sources on the net?

Try the FREE web-based tutorial for librarians and others who provide information on consumer health questions: HEALTHINFOQUEST <http://www.nlm.nih.gov/healthinfoquest/>.

HEALTHINFOQUEST pathfinders encourage users to practice finding answers to common consumer health and complementary and alternative medicine (CAM) questions. Pathfinders are provided for examples of the most common kinds of health questions: cancer, complementary and alternative medicine, diseases or conditions, health care providers, statistics, homework, assistive devices, news, parenting, drugs/dietary supplements, procedures/therapies, support groups, terminology, and tests.

HEALTHINFOQUEST, funded by the National Library of Medicine, was developed by Maureen Carleton (King County Public Library), Jane Saxton (Bastyr University of the Natural Health Sciences), and Barb MacFadden (Scientific Instructional Designer).

## **EFTS** The Electronic Fund Transfer System

The Electronic Fund Transfer System (EFTS) has been meeting the needs of health science libraries in New England since it became operational in January 1996. The University of Connecticut Health Center Library will continue to offer EFTS service and will be conducting a campaign to enlist new libraries in the coming months.

The NN/LM Mid-Continental Region (CO, KS, MO, NE, UT ,WY) recently hosted EFTS presentations from the NER staff and will be joining the system this summer. The NN/LM South Central Region (TX, AR, LA, OK, NM) has been running an independent server for the last two years. As of May 1, 2001, these libraries will be added to the database and become viable EFTS partners. Harvard can now bill the University of Texas directly using EFTS. Finally, the hardware and software that support EFTS has been enhanced. A new server running SQL will be used to process the increasing number of transactions and add more functionality to the system in the near future. Our wish list includes online monthly statements, and web-based data collection. So collect your thoughts on EFTS and think about features you would like to have included in EFTS. We are preparing to survey our users to gather input for the next version of the application.





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[http://www.nlm.nih.gov/pubs/techbull/current\\_issue.html](http://www.nlm.nih.gov/pubs/techbull/current_issue.html)

#### Articles:

**At Your Desktop: the PubMed® Interactive Tutorial**

**NLM's Unified Medical Language System® (UMLS®)**

**Hands On: How to Store a Search in the PubMed® Cubby and Use It to See What's New**

**National Library of Medicine Bibliographic Control Numbers in OCLC WorldCat**

**New Indexing Information in Display of LOCATOR<sup>plus</sup>® Records**

**LinkOut for Libraries Now Available**

#### Technical Notes:

- New Version of NLM Gateway Released - 3/9/01
- Additions to the NLM Classification
- March 2001 Workbooks Now Include NLM Gateway and ClinicalTrials.gov
- Internet Grateful Med (IGM) Status Update
- Search MEDLINE® Page to be Replaced
- NLM Upgrades LOCATOR<sup>plus</sup>
- 2001 MLA Meeting Reminder and NLM Invitation
- Document Delivery Services Available in PubMed
- Author Name Suffix Data in PubMed
- New Version of NLM Gateway Released - 4/10/01
- New Look to PubMed's Subset Limit Pull-down Menu
- Monograph Chapter Citations Removed From MEDLINE
- New Banner for PubMed
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- New PubMed Link from NLM Home Page; Revised Search MEDLINE Page

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